



JOB DESCRIPTION

JOB TITLE: Manager of Senior Services & Transportation

JOB CODE: 2740

DEPARTMENT: Community Services/Senior Services

FLSA STATUS: Exempt

REPORTS TO: Director of Community Services

SUMMARY OF JOB PURPOSE

Plans, organizes and manages the operations and staff of the senior services in assuring that effective and appropriate transportation, support and food services are provided for senior residents; organizes and manages Douglas County Rural Transit public transportation services.

ESSENTIAL FUNCTIONS

1. Plans, organizes and monitors operations, staff and programs at the senior center facility, including transportation, meals and support services; monitors daily activities of clients, staff and others within facility; monitors facility environment and responds to facility needs and issues; assures a safe and functional environment for clients.
2. Develops and manages programs to assure the health, safety and welfare of the senior residents of the County, and achieve the goals of a safe, clean and attractive environment for the community; reviews and prioritizes performance and outcome goals; evaluates program issues, and recommends solutions; develops and approves recommendations for improving program operations and processes; assures that strategic goals are reached.
3. Effectively manages department personnel by evaluating and analyzing department issues, recommends and implements solutions, prioritizes and assigns tasks and projects, reviews the work of assigned staff to assure the work quality and timely accomplishment of assigned duties and responsibilities; participates in the interview process and training of new employees; develops staff skills; listens and responds to employee problems, concerns, and complaints and suggests solutions that may rectify the situation; prepares performance evaluations, discusses performance with assigned staff, and counsels employees concerning performance improvements.
4. Supervises and oversees Douglas County Rural Transit (DART) public transportation program and operations; ensure operations and staff operate in conformance and compliance with NDOT, DAS and DOT rules and regulations; provides staff support and specified program oversight for the Transportation Advisory Council; develops and maintains working relationships with agencies and community organizations directly affected by DART services to assess and determine ridership needs.
5. Develops and administers the operating budget in coordination with the department head, including revenues and expenses in accordance with NDOT and DAS grant related requirements; tracks budget expenditures and initiates adjustments to ensure compliance and fiscal integrity; reviews and analyzes records and reports; prepares special and recurring reports; monitors budgets and expenditures.
6. Oversees and manages a variety of other programs, including Volunteer Program, Home Companion, Medic Alert, and legal services programs.

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7. Coordinates with the business community, citizen groups, State Legislature, NDOT, and other local agencies; assists and interacts with County departments, support staff, advocates, and Federal, state and local senior service and community organizations; conducts public outreach programs and coordinates discussions on senior services and transportation issues; receives and reviews customer complaints and issues, and coordinates responses.
8. Manages grant programs and applications as required; monitors grant documents for accuracy and completeness; assures grant programs are in compliance with Federal, state and local policies, standards and requirements; manages and oversees other fundraising and special events.
9. Performs a wide range of general administrative duties; reviews and approves expenditures, reports, documentation, and time cards; updates and maintains files, records, and other documents; compiles data for management purposes, and prepares reports as required; interprets and explains Department policies, procedures, rules and regulations; manages the volunteer program and coordinates the recruitment and training of volunteer staff.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree in Business Administration, Public Administration, Gerontology, Social Services, or other closely related field, and three (3) year's public sector program management experience, including one (1) year supervisory experience; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; write reports, business correspondence, and procedure manuals; effectively present information and respond to questions from groups of managers, employees, and the general public.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference; apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables

OTHER KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of local community resources and various community services programs; principles of transit system utilization analysis and strategic planning; state and Federal statutes, rules, ordinances, codes, and regulations related to senior services and public transportation; principles of files and

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records management; leadership and management principles, practices and methods; social issues and problems of senior citizens; project and grant management principles and techniques.

Ability to assess and prioritize multiple tasks, projects and demands; provide effective training and instruction to staff and volunteers; demonstrate effective interpersonal relationships in bringing people together to solve problems.

Skills in scheduling and supervising staff, delegating tasks and authority, and coaching to improve staff performance; interpreting laws and regulations, making decisions, maintaining composure, and working effectively under deadlines; evaluating and interpreting program results and performance outcome measures; analyzing problems, identifying solutions, recommending and implementing methods, procedures and techniques for resolution of issues; communicating with seniors and mediating difficult situations; interacting with people of different social, economic, and ethnic backgrounds.

Intermediate to advanced proficiency level utilizing Microsoft Office applications including Excel, Access, PowerPoint, Word, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License with an acceptable driving record; current First Aid and CPR certifications.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 70 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORKING ENVIRONMENT

Work is performed in an office environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office equipment; may work under stress of deadlines.

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____ **DATE:** _____

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